



Disability Support for Older Australians Program (DSOA) and aged care services

For My Aged Care assessors

If a DSOA client is found eligible and/or accesses aged care services, it may impact their DSOA funding. Depending on the aged care service, a client's DSOA funding may be capped, or they may be required to exit the DSOA Program permanently.

The Department of Health, Disability and Ageing (the department) cannot contact DSOA clients directly. It is the DSOA Service Coordinator's responsibility to communicate with their clients regarding their aged care eligibility, and the ways in which it may impact their DSOA funding.

DSOA clients should only undertake an aged care assessment after considering the potential impact on their DSOA funding, or where the client is seeking to transition to aged care services instead of DSOA supports.

Assessment support

Once the DSOA Service Coordinator has informed the DSOA client about the impact an aged care assessment may have on their DSOA funding package, and the client has consented to proceed with an aged care assessment, the client or the DSOA Service Coordinator must clearly advise My Aged Care assessors that the assessment is for a DSOA client, and which aged care services the client would like to access. This is to prevent the client from being found eligible for services that will impact their DSOA funding package.

The client must inform the My Aged Care assessors of:

- the services the client is receiving under DSOA
- any unmet care needs
- the sustainability of the current DSOA services provided to the client.

Aged care assessors must also be informed of whether:

- the client is wanting to access services that are **not available** under DSOA, **or**
- the client is wanting to access aged care services **instead of** DSOA.

Outcomes of an aged care assessment

If a client is assessed as eligible for [Support at Home](#) services or [residential aged care](#), the client's DSOA funding will be capped. DSOA clients with capped funding are not eligible to receive any new or additional supports or services through the DSOA Program, including through the [Change of Needs](#) process.

If a client commences Support at Home services or if they enter permanent residential aged care, they must exit the DSOA Program from the date these aged care services commenced. The commencement date will be verified through My Aged Care. Once a client exits the DSOA Program, this is a permanent exit and the client cannot re-enter.

Accessing Aged Care services that commenced prior to 1 July 2021

If a client commenced a Home Care Package or entered permanent residential aged care prior to 1 July 2021, the client can continue to receive supports through the DSOA Program as a grandfathered service, however their DSOA funding will remain capped.

If at any time the client commences Support at Home services that are at a higher level to their Home Care Package (that commenced prior to 1 July 2021), the client will be required to exit the DSOA Program permanently.

If a client commenced accessing [Commonwealth Home Support Program](#) (CHSP) services prior to **1 July 2021**, the client can continue to receive these CHSP services through a grandfathered arrangement, with no impact to their DSOA funding.

CHSP services DSOA clients CAN access

If a client is found eligible for and access any of the below CHSP services, the client can access these without it impacting their DSOA funding package:

- domestic assistance
- equipment and products
- hoarding and squalor assistance
- home adjustments
- home maintenance and repairs (including gardening)
- meals
- social support and community engagement
- therapeutic services for independent living
- transport
- Specialised Support Services (SSS).

CHSP services DSOA clients CANNOT access

DSOA clients cannot access any of the below CHSP services if the commencement date is on or after 1 July 2021:

- allied health and therapy
- community cottage respite
- home or community general respite
- nursing care
- personal care.

If the client is accessing any of the above CHSP services that commenced on or after 1 July 2021, the client must relinquish these CHSP services through My Aged Care or exit the DSOA Program permanently.

If a client is found eligible for Residential Respite, the Restorative Care Pathway or Transition Care, DSOA clients can access these services without it impacting their DSOA funding.

The DSOA Program cannot provide DSOA Service Coordinators information on a client's My Aged Care eligibility.

A DSOA Service Coordinator must obtain client consent before contacting My Aged Care on their behalf.



Phone **1800 200 422**

(My Aged Care's free call phone line)



Visit **health.gov.au/aged-care-reforms**

For translating and interpreting services, call 131 450 and ask for My Aged Care on 1800 200 422. To use the National Relay Service, visit nrschat.nrscall.gov.au/nrs or call 1800 555 660.